



MIDYEAR COMPARISON: 2000 vs. 1999

This is the first Pollution Complaint Clearinghouse (Clearinghouse) midyear pollution complaint summary comparing 2000 complaint information to 1999 complaint information. The primary objectives of the Clearinghouse are to establish a management system for handling multimedia or multiagency citizen complaints, establish agency standards for responding to citizen complaints, establish a data-gathering mechanism for quantifying citizen complaints agency-wide in an effort to better gauge IDEM's responsiveness to complaints and to identify trends or issues as they relate to complaints, utilizing innovative solutions where possible. The purpose of this summary is to compare pollution complaints received by IDEM in the first 6 months of 1999 to the first 6 months of 2000. For additional information, contact Pam O'Rourke at (317) 232-4464 and or porourke@dem.state.in.us.

Number of Complaints Received (Figures 1-3)

FIGURE 1

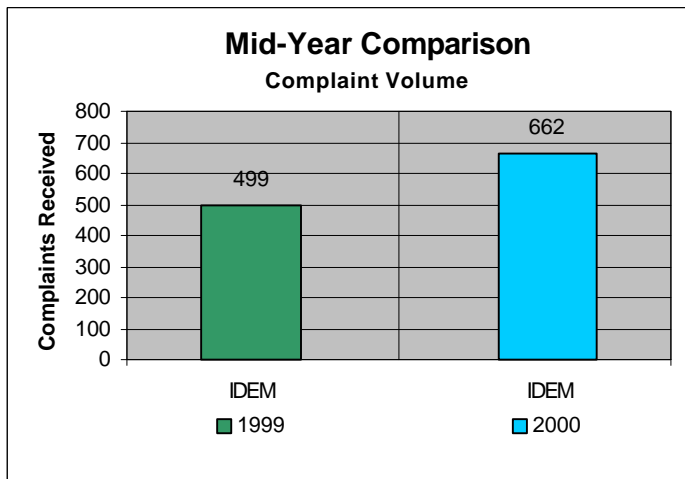


FIGURE 1: The number of pollution complaints received by IDEM increased by 33% during the first six months of 2000 as compared to the first six months of 1999. The increase in 2000 can be attributed to a number of activities such as an increase in public outreach, increased public awareness of the Regional Offices, increased cross-program coordination and communication, and the publics' increased use of the online complaint form found on IDEM's website.

FIGURE 2

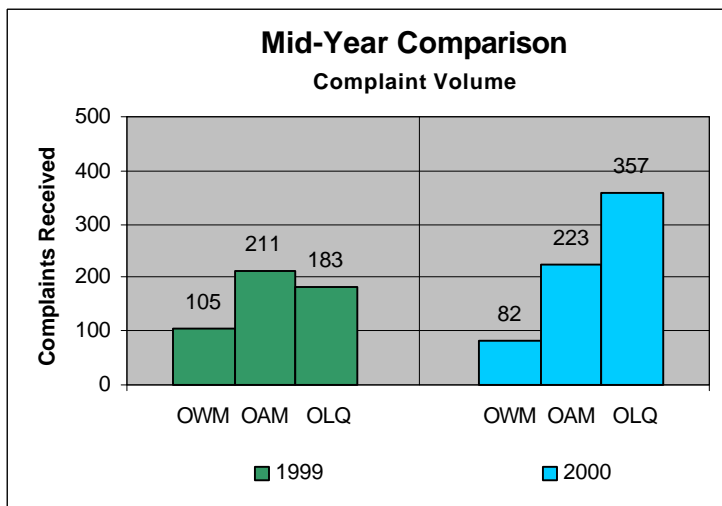


FIGURE 2: The number of complaints received during the first half of 2000 increased by 95% in the Office of Land Quality (OLQ) and decreased by 23% in the Office of Water Management (OWM). The 95% increase in OLQ was a result of an increase in outreach material provided to the public concerning the issue of open dumping and OLQ's efforts to better coordinate with local officials to address open dumping.

FIGURE 3

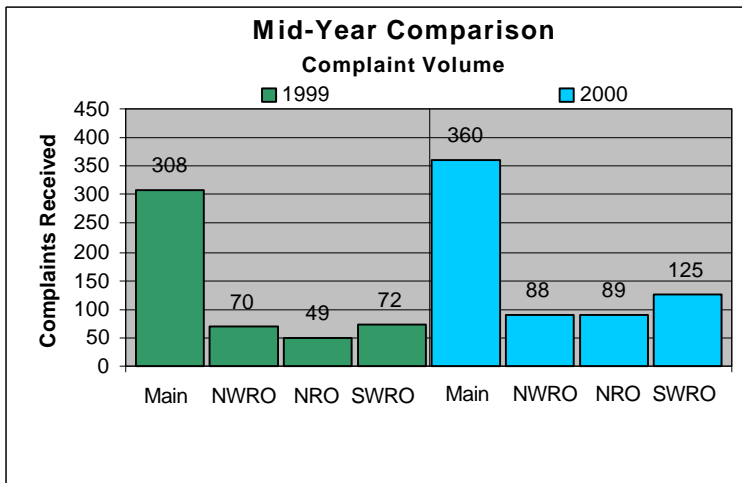


FIGURE 3: Of the four IDEM offices, the Northern Regional Office (NRO) and the Southwest Regional Office (SWRO) experienced the greatest percentage increase in the number of complaints received during 2000 compared to 1999. The number of complaints received increased 82% in the NRO and 74% in the SWRO.

Complaint Response (Figures 4-5)

FIGURE 4

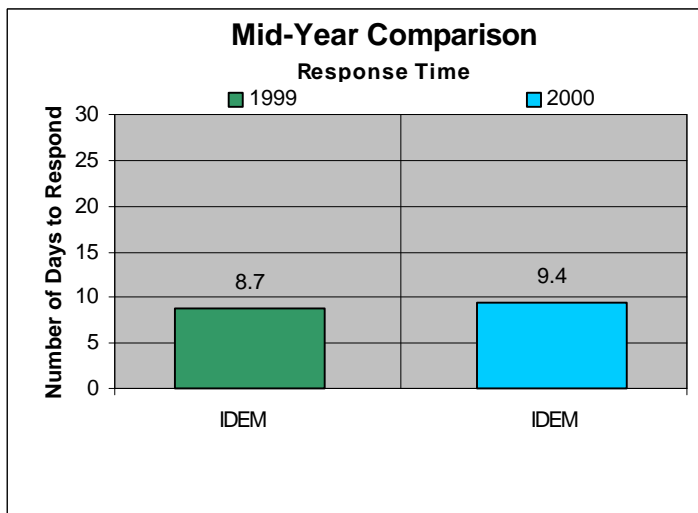


FIGURE 4: IDEM's overall response time to complaints has slightly increased by 8% in 2000 when compared to IDEM's complaint response time in the first half of 1999. IDEM's response time continues to be well within the agency's 30 day response goal.

FIGURE 5

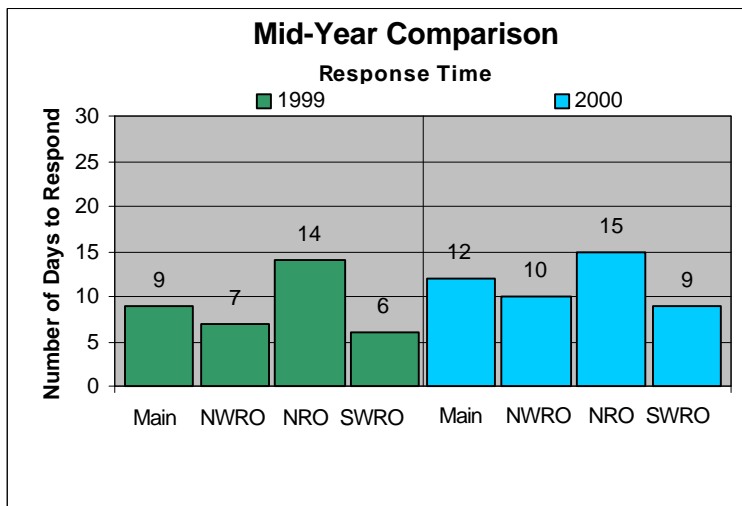


FIGURE 5: Early indications show that IDEM offices have continued to respond to complaints in a timely manner, well within the agency's 30 day response goal.

Type of Complaints Received (Figure 6)

FIGURE 6

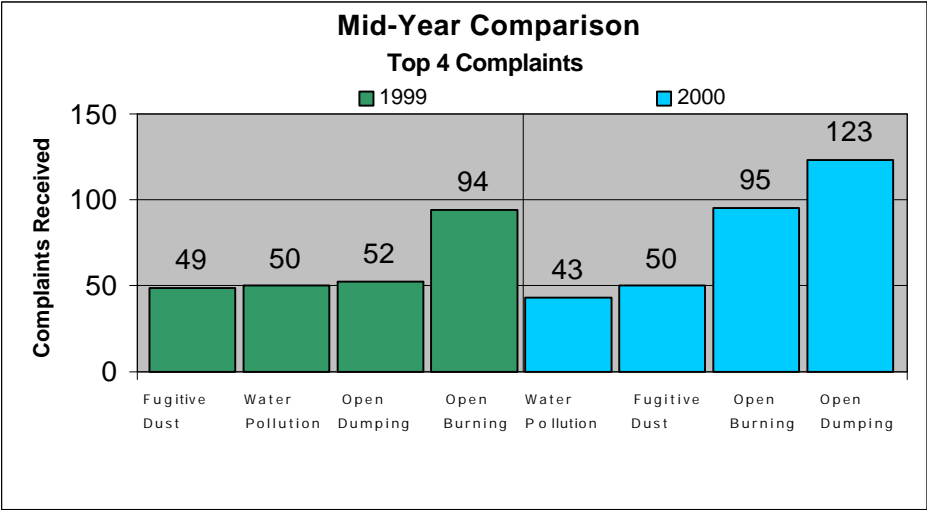


FIGURE 6: The top four pollution complaints received in 1999 continues to be the top four pollution complaints in 2000. A dramatic 137% increase in open dumping complaints and a moderate 14% decrease in water pollution complaints were realized in the first 6 months of 2000 as compared to the first 6 months of 1999.

As stated previously, the increase in open dumping complaints was a result of OLQ’s increased effort to provide outreach material to the public concerning open dumping and OLQ’s improved coordination and communication with officials at the county and city level to address open dumping.